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MANAGEMENT ANALYSIS STAFF (DD/I AREA)

10 JUN 1960

REPORT ON STUDY OF EAM REQUIREMENTS  
MACHINE BRANCH, SR/OCR

METHODOLOGY

All current projects were studied, including the general index to the Special Intelligence Document Collection and 21 special projects, plus a review of postponed or turned down major requests. Two main approaches were used--(a) study of available and requested statistics and (b) interviews with a cross-section of intelligence analysts and supervisors--both constant and enthusiastic users and infrequent or non-users. These actual and potential users were interviewed as to present and projected requirements. Among them were internal components of the Special Register, DD/I and DD/P components, Navy, Army, NSA, and Air Force, including representatives of ATIC from Wright-Patterson Air Force Base, Dayton, Ohio. (The Air Force is the largest customer in terms of references furnished.)

UPDATED REQUIREMENTS

Obsolete Requirements

Interviews revealed a number of requirements no longer valid. It was found that certain reports or copies were presently of little or no value and that some were not needed as frequently as in the past. These obsolete requirements were eliminated by request to SR or by informal conference between SR and the undersigned.

New Customer Requirements on Present Equipment

Conversely, certain new, specific requirements expressed by consumers as desirable were brought to SR's attention for consideration within available machine time and manpower. Among these were included more frequent updating of certain basic, reference tools.

Requirements Impossible To Fill With Present Equipment

In the fields of [redacted] there is a sparsity of directly related information available. This has generated requirements for analyzing large volumes of indirect information by correlation and association to reveal relationships that can produce or lead to useful intelligence. This sub-analytical approach is not possible with present equipment. There is also some requirement for a longer record length, particularly to include additional textual data or to spell out abbreviations. (Officials interviewed at NSA, where an electronic computer is used, spoke highly of this advantage.) However, the use of codes or abbreviations, where a key is furnished, was not found to be a particular

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NEXT REV DATE 2/1/80 REVIEWED BY [redacted] TYPE DOC. 30  
NO. PGS 4 CREATION DATE [redacted] ORG COMP 20 OPT 50 OFFICE 25 CLASS S  
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handicap to intelligence analysts who use the reports regularly.

Volume of Requirements

Although a few persons interviewed indicated some downward trend in their requirements, the majority thought requirements would continue as at present or increase. Representatives of ATIC, whose requirements are among the largest, indicated that the use of their own 7090 computer next fall would not have any appreciable effect on their requirements, which will continue heavy for an indefinite time.

Basic File Input and Maintenance, and Basic File Service, the two largest programs, should continue to put heavy requirements on the Machine Branch. There has been a downward trend in card input but requests for listings and documents are up, as are the number of references furnished. (See Tab A)

Although not a direct requirement of the customer, who is primarily interested in end results, the growth of the files is a factor that impinges on meeting requirements and many customers are becoming concerned about it. Some customers are putting definite limits on the number of years to be searched, but in the more restricted fields, frequently all available material must be searched. This puts an increasing burden on the equipment to meet the same number of requests.

Speed and Timeliness

Generally speaking, the Special Register is considered a library or research facility and requirements are not ordinarily for current intelligence use. However, there are frequent urgent and "crash" requests. All urgent requests and a representative sampling of routine requests were studied for one month. The analysis showed that all urgent requests were machined on the same day as the request, when so specified by the requestor. For 15 routine requests two days was the maximum machine service time.

No complaints were heard from customers as to speed in filling requests within EAM capabilities and comments such as "surprisingly fast" and "wonderful" were frequent. However, many requestors who are familiar with limitations of EAM equipment, or are advised in advance by SR personnel, withhold requests which would be so time consuming as to be impractical. Other requests involving extraordinary amounts of machine time have had to be postponed almost indefinitely.

General Requirements and Conclusions

Many of the customers of SR are very interested in retrieving information rather than just documents. They need data and statistical

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analyses which frequently are not available with the present equipment. On occasions this requirement can be met by setting up a special project with a new punched card format, but this does not meet the general, overall requirement. Some customers have expressed a need to combine special with other material such as the data held in BR, RI and SR. Others suggested combining all registers into one system.

Some of the supervisory intelligence analysts and others who have given the problems considerable thought, expressed concern over the fast growing accumulation of information and the lack of proper facilities to analyze it properly. The system that would be most ideal from the customers' standpoint is one that was equipped to furnish the following service expeditiously:

1. Document Recovery
2. Data Extraction
3. Data Correlation or Sub-analysis

To furnish this type of service is not just a matter of installing more modern equipment. It requires service personnel who have a feel for the customer's problem and are, in fact, so familiar with the desired results that they can come up with entirely new approaches to the problem on their own. SR personnel have achieved a reputation for doing just this to the extent present equipment will permit.

In general, it is concluded that the requirements of the many analysts who use the service for routine runs, insurance purposes, and for starting new files of their own, are being met most satisfactorily. Statements such as "very cooperative", "service excellent", "wonderful facility", "invaluable", etc. were very common. However, the need is strongly felt by many others for a greater degree of sophistication in manipulating the tremendous volume of information available in order to furnish the optimum service so badly needed in some of the most critical fields of intelligence.

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